Collaborative Technology

Empowering
State and Local Government

Executive Briefing

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Group Decision Support (GDS)

■ *Technology Tools To Help Groups:*

➤ *Generate* and *organize* ideas

➤ *Evaluate* and *prioritize* decisions

➤ *Analyze* results

➤ *Communicate* recommendations

GDS Program Components

- *Knowledgeable participants*
- *Objective process facilitator*
- *Hardware and software*
- *Specially designed meeting environment*

GDS Program Components

- ➢ *Knowledgeable participants*
- ➢ Provide information and expertise
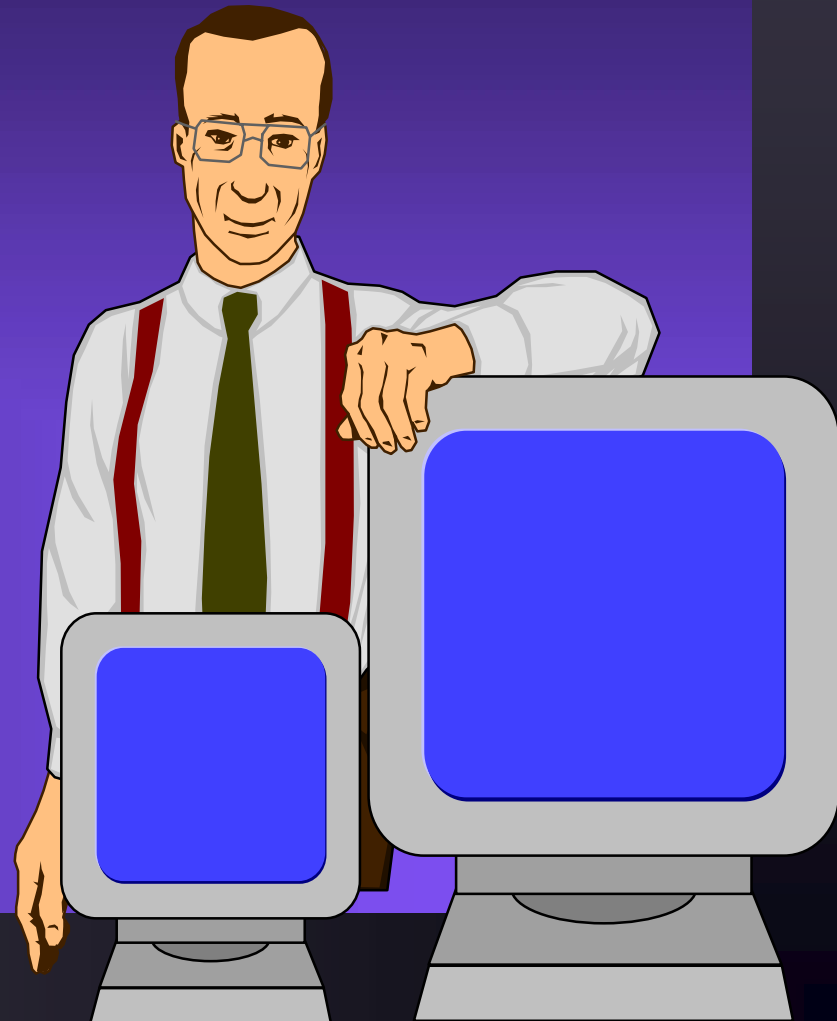- ➢ Work as a team

GDS Program Components

➢ *Objective process facilitator*

➢ Provides structure

➢ Bridge between participants and technology

GDS Program Components

➢ *Hardware and software*

➢ Computers linked on a Local Area Network

➢ Software to support group tasks

GDS Program Components

➢ *Specially designed meeting environment*

➢ U-shaped seating

➢ Public screen

➢ One computer per participant

Fairfax County GDS Meeting Room

Benefits of GDS

- Reduced time for tasks
  - In meetings: 55%
  - In longer term projects: 90%
- Input is anonymous
  - Ideas are judged on their own merit
  - Focus is on content, not personalities

Benefits of GDS

➢ Simultaneous/ parallel input
  - ➢ Increased input
  - ➢ Feeling of empowerment
  - ➢ Greater sense of ownership of solution

➢ Pre-session planning is required
  - ➢ Brings structure to problem solving
  - ➢ Addresses potential problems in advance

Benefits of GDS

- Outside facilitator
  - Ensures objectivity
  - Keeps group on track
  - Deals with group dynamics, conflict
  - Allows group leader to actively participate
- Technology Support
  - Allows access to external information
  - Provides immediate record of meeting
  - Helps build organizational memory

Typical Applications of GDS

- Strategic Planning
- Project Planning
- Program Evaluation
- Process Improvement/ Redesign
- Agency Reorganizations
- Realignment of Job Duties

Typical Applications of GDS

➢ Focus Groups/ Surveys

➢ Customer Requirements

➢ Product Evaluation/ Vendor Selection

➢ Information Systems Design

➢ Budget Allocation

➢ Performance Measurement

Local Government Customers

➢ Strategic Planning

  ➢ Department of Environmental Management
  ➢ Circuit Court Judges
  ➢ Department of Information Technology
  ➢ IT Steering Committee - Align County's business goals with IT goals using Balanced Scorecard approach
  ➢ Fire and Rescue, Support Services Division
  ➢ County Executive's Employee Communication Task Force

Local Government Customers

➢ Strategic Planning, including citizens and politicians

  ➢ BOS Economic Advisory Committee - County's Long Range Financial Plan

  ➢ Mentor Center to reduce youth violence

  ➢ Northern Virginia Transportation Commission

  ➢ Celebrate Fairfax, Inc.

  ➢ Cooperative Computer Learning Center (County Executive's Office)

Local Government Customers

➢ Procurement Process/ Requirements Definition

  ➢ Public Libraries - central information database system

  ➢ DIT - County-wide Kiosk Project

  ➢ DIT/ Finance - Finance/ purchasing Corporate systems

  ➢ Family Services - Adult & Aging Information System

Local Government Customers

➢ Procurement Process/ Requirements Definition

- ➢ Tax Administration System
- ➢ Land Development System
- ➢ Human Services Intake System
- ➢ Board of Supervisors, Constituent Tracking
- ➢ Human Resources, Systems Capabilities

Local Government Customers

➢ Procurement Process/ Vendor Selection

  ➢ Board of Supervisors - Constituent Tracking System

  ➢ Family Services - Management of Homeless Shelters

  ➢ Consumer Affairs - Complaint Tracking software

  ➢ Public Schools - ($11 million) Student Information Database

  ➢ Public Schools - College Board & Career Guidance software

  ➢ Consolidated Community Funding Pool - Non-Profit Human Service Providers (132 proposals/ $7 million allocation)

Local Government Customers

- Plan/ Program Evaluation
  - Office of Finance - Year End Planning Process
  - Office of Personnel - RIF (Reduction in Force) Office of Personnel - Customer Service Evaluation
  - Family Services - Long Term Care for Seniors
  - Department of Information Technology County's IT Planning Process
  - Family Services - Residential Group Home for Children
  - Office of Comprehensive Planning - Customer Service Evaluation

Local Government Customers

- Process Improvements/ Redesign
  - Human Services Administration - Financial Management Redesign
  - Office of Finance - Year End Planning Process
    - State, Regional, National Award winner
  - Health Department - Clinical Services for Nurses
  - Tax Administration
  - Family Services - Residential Group Home for Children; Court Supervised Care for Children

Local Government Customers

- Agency Reorganization Planning
  - Family Services - North County Pilot Project for "Blended Service Units"
  - Health Department - Clinical Services
  - Department of Information Technology - reorganize 5 departments into one
  - Department of Information Technology - Telecommunications Services Division
  - Child Protective Services - Investigation & Treatment Units

Local Government Customers

➤ Surveys

  ➤ Area Agency on Aging - Employment of Older Workers

  ➤ County Executive's Task Force - Employee Communication

  ➤ Family Services - Operation of Homeless Shelters

  ➤ Purchasing & Supply Management - Customer Satisfaction with Services

  ➤ Celebrate Fairfax - Fairfax Fair

  ➤ DIT - MS Office/ Exchange Rollout Project

  ➤ Finance - new corporate software surveys

Strategic Planning - 1

➢ Develop Mission/ Vision Statements

➢ Identify Goals

➢ Identify Objectives to Meet Goals

➢ Identify Tasks to accomplish Objectives

　➢ Assign Resources, Staff

　➢ Conduct Gap Analysis

Strategic Planning - 2

➢ Identify Barriers to doing business

  ➢ Inhibitors to accomplishing mission or supplying services to customers

➢ Identify Successes

  ➢ Major accomplishments of last year

➢ Identify Internal Strengths and Expertise

➢ Identify Solutions to barriers

Strategic Planning - 3

➢ Develop Mission Statement
  ➢ Identify Function
  ➢ Identify Customers
➢ SWOT Analysis
  ➢ Identify and prioritize:
    ➢ Internal Strengths and Weaknesses
    ➢ External Opportunities and Threats
➢ Conduct Environmental Scan
➢ Develop Action Plan

Strategic Planning Other Activities

➢ Repeat process with departments

➢ Align departments and agency

➢ Identify Customers

➢ Identify & Prioritize Services

➢ Develop Action Plan

  ➢ Long and short range planning
  ➢ "Quick Hits"

Process Improvement - 1

➤ ID current functions and activities

➤ Evaluate performance

    ➤ Customer evaluation

    ➤ Self evaluation

➤ ID Opportunities for Improvement

➤ Develop Implementation Plan

Process Improvement - 2

- BPR and IDEF Modeling
- Collect modeling data
  - Activities, definitions, ICOMS
- Build and analyze models
- Measure performance, costs, time
- Document opportunities for improvement

Procurement Process

- Develop Customer Requirements
- Write the RFP
  - Requirements Matrix - required vs. optional
- Develop Basis for Award
  - Identify & Weight Evaluation Criteria
- Evaluate Technical & Business Proposals

Procurement Process

➢ Conduct Vendor Test Demonstrations

➢ Support Negotiations & Protests

➢ Conduct Gap Analysis

  ➢ Collaborate with successful vendor

  ➢ Identify and prioritize needed software improvements

How to Implement GDS?

- Identify a project that...
  - Is likely to achieve success
  - Solves a critical problem/ has a positive impact
  - Has high visibility
- Build support internally
  - Gather user feedback
  - Communicate success stories
- Collaborative Technology can
  - Provide a niche of success for your organization
  - Give a competitive advantage to your customers

Experience GDS - Hands-on

- Participate in an experiential demonstration of GDS tools
- Use GroupSystems in a sample meeting scenario
- For more information, or to schedule a demo, call 703-324-4372 (GDSC)